



OFFICE OF CHIEF INFORMATION OFFICER CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	OFFICE OF CHIEF INFORMATION OFFICER	RELEASE DATE:	Friday, April 23, 2010
POSITION TITLE:	Chief, CA 9-1-1 Emergency Communications Office	FINAL FILING DATE:	Thursday, May 6, 2010
CEA LEVEL:	CEA 2	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 6,173.00 - \$ 8,616.00 / Month	BULLETIN ID:	04232010_2

POSITION DESCRIPTION

Under the general direction of the Deputy Director, Public Safety Communications Division, the Chief is responsible for the development, promotion, implementation, and monitoring of the Emergency 9-1-1 Program. The Program provides technical and administrative support to state and local agency management in the implementation and operation of 9-1-1 communications systems and services. The Chief develops and implements policy impacting every emergency response agency in the State, city, and county; establishes statewide standards for the 9-1-1 communications systems in California based on legislative and regulatory action; participates in 9-1-1 policy development and implementation at the national level; and establishes and enforces policy regarding the operation of telecommunications equipment that enforces strategic planning and standards for the 9-1-1 Program.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in

Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA

position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

The following experience factors will be considered in competitively evaluating each candidate:

1.Experience in leadership and personnel management which demonstrates the ability to plan, organize, and direct a multidisciplinary staff, including achieving planned objectives and outcomes; knowledge of customer services, training, staff motivation, recognition and development, and progressive discipline. 2.Demonstrated ability to establish and maintain effective and beneficial relationships on behalf of the OCIO with state, local and federal government entities as it relates to public safety. 3.Well developed interpersonal skills and ability to communicate effectively orally and in writing; demonstrated ability to communicate and work effectively with executive levels in the department, governmental agencies, local public safety entities and the private industry. 4.Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiation skills, and particularly the ability to represent the OCIO effectively to the Legislature, key customers, clients, stakeholders and internal staff. 5.Experience that demonstrates the ability to lead change including developing, motivating, inspiring and building trust with subordinate managers as well as mid-level managers. 6.Demonstrated experience in resolving complex and controversial problems utilizing innovative thinking, discernment, decisiveness, and process improvements. 7.Possess extensive managerial and program administrative experience which includes substantial responsibility for a combination of management functions such as policy formulation. 8.Demonstrated ability to effectively plan, organize, and balance multiple and conflicting priorities to achieve the highest-level outcomes; resolve operational issues and develop timely, effective, and cost effective solutions. 9.Experience with principles and practices of fiscal management and the legislative process.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, CA 9-1-1 Emergency Communications Office**, with the **OFFICE OF CHIEF INFORMATION OFFICER** . Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

This examination will consist of a review of the candidates' application and Statement of Qualifications by an executive screening committee, using predetermined evaluation criteria. Only the most qualified candidates will be selected for an examination interview. All applicants receiving an examination interview will be notified of their final score. In order to be successful in this examination a minimum rating of 70 percent must be attained. Hiring interviews may be conducted with only the most qualified candidates if it is deemed necessary to make a selection.

Please see official exam bulletin on our website: www.dts.ca.gov

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.
- The "Statement of Qualifications" must also include a brief description of one or two key accomplishments in the past 12 months.
- Note: Candidates who do not follow the filing instructions will be disqualified from the examination.
- No larger than 12 point font.

Applications must be submitted by the final filing date to:

OFFICE OF CHIEF INFORMATION OFFICER , Selection Services and Training Unit, Cannery
MS: Y8
PO Box 1810, Rancho Cordova, CA 95741-1810
Dierdre Gaines | (916) 739-7543 | Dierdre.Gaines@state.ca.gov

ADDITIONAL INFORMATION

In addition to the Required Knowledge, the following knowledges apply: 6. Techniques of organizing and motivating groups. 7. Knowledge of program development and evaluations. 8. Knowledge of the strategic planning process. 9. The manager's responsibility for promoting equal employment opportunities in hiring, employee development, and promotion and for maintaining a work environment that is free of discrimination and harassment.

Also, the following Required Abilities apply:

7. Ability to act as a leader to state and local jurisdictions in all aspects of the California 9-1-1 program by moving the program in the direction of adopting special projects to improve 9-1-1 service delivery. 8. Ability to develop outreach programs to ensure the largest percentage of the state's population is aware and has knowledge to summon emergency services. 9. Ability to act in concert with the vendor community and regulatory bodies, to develop and implement technologically advanced and fiscally sound communications systems. 10. Ability to gain the confidence and support of top level executives, administrators and advise them on a wide range of administrative matters. 11. Ability to make presentations. 12. Ability to respond to criticism with tact. 13. Ability to clearly respond to legislative, public and media inquiries, provide the media with accurate and clear information. 14. Ability to exercise sound professional judgment in a politically charged environment.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list.

Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The OFFICE OF CHIEF INFORMATION OFFICER reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>